

**Amendments to the Specification**

Please replace the paragraph beginning on line 15 of page 1 with the following:

a1  
As a consequence, if an occupant is uncomfortable, i.e. too cold, too hot or the air is stale, the individual must contact the building management in order to have the environmental control changed. In many office buildings a complaint by an individual occupant ~~have~~ has to be relayed through several individuals before reaching a building engineer who has the authority and capability to adjust the HVAC system. Thus, it may take some period of time for the message to reach the building engineer and there is a potential for miscommunication.

Please replace the paragraph beginning on line 10 of page 7 with the following:

a2  
The Intracomfort system 10 also can enable a building occupant to turn-on the automatically controlled lighting in the respective work area and this function is ~~enables~~ enabled or disabled by the system configuration. Upon entry, the configuration information is tabulated by the complaint analyst 13 and sent to the storage device 24.

Please replace the paragraph beginning with line 16 on page 15 with the following:

a3  
The assessment of whether receipt of the current complaint necessitates generation of an operator notice commences at step 92. Here, the complaint is examined to determine whether it fits within the first criterion, that is whether it is the designated complaint type. If all complaints are to generate a notice or the complaint fits within a specified category of complaints, the program execution branches to step 98. If the first criterion is not satisfied the program execution branches instead to step 94 for the second criterion. At this point, the occupant identifier in the complaint is utilized to access the occupant profile database in device 24 and read the priority level of the complainer. If the complainer meets the priority level threshold, the procedure branches to step 98, otherwise the process goes to step 96. The response handler 70 accesses the complaint log to count the complaints which satisfy the ~~specifies~~ specified notice criteria, i.e. is the particular complaint type from the comfort area of the present complaint and received within the designated interval of time. Upon advancing to step 97 the new count value is compared to the respective operator defined threshold to

A3 ascertain whether the requisite number of complaints of that type have been received within the specified time interval. If that criterion is satisfied, a branch to step 98 occurs, otherwise the complaint handling process terminates.

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Please replace the paragraph beginning on line 3 of page 18 with the following:

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AH For example, Figures 6 and 7 illustrate a pair of bar graphs which can be created to display complaint information. Specifically, Figure 6 shows the number of complaints related to temperature, humidity and air quality conditions that were received for each comfort area. In this exemplary display, the second floor has ~~an~~ a higher than average number of complaints with respect to temperature. Figure 7 illustrates the complaint volume for one comfort area and the number of each type of complaint within each environmental condition. These types of bar graphs enable the building management to easily perceive an overview of the complaint generation and ascertain problem areas that may exist.

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